

# SPOTLIGHT: RESERVATION REFUNDS

## CANCELLING YOUR RESERVATIONS? HERE'S WHAT TO KNOW.

The South Carolina Department of Consumer Affairs is receiving a large number of calls from consumers who have cancelled hotel reservations and property rentals due to travel restrictions or the declared State of Emergency. The complaints deal with businesses that are keeping deposits, not issuing refunds, or charging a cancellation fee.

Consumers are not automatically entitled to a refund or credit if they decide to cancel their reservations. There is no state law requiring businesses to provide full refunds when a State of Emergency has been declared. Consumers seeking refunds can take the following steps:



- **Review the terms and conditions.** The terms and conditions of your reservation or rental agreement will help you determine how cancellations are handled by the hotel, rental company, or booking agent. If no refunds are provided for in the contract, you may contact the business to ask for an exception given the circumstances.



- **Travel insurance?** If you purchased a travel insurance policy, you should review your policy and contact your travel insurance company to see if you can recoup your money.



- **Talk to your credit card provider.** If you use a credit card to make your reservation, you may have some options available through your credit card provider.



- **File a complaint.** You may also file a complaint with our Department and we can assist through our voluntary mediation services.

For more information on filing a complaint, visit [www.consumer.sc.gov](http://www.consumer.sc.gov) and "How Do I..."